SatSol Internet & TV Service Explained

The Procedure of getting Pay TV or Internet connected:

1. **Step 1 – Visit Us:** Come into the Office and Fill out the Application Form, or we can send you one through email, fill it out, scan it and send it back.

2. **Step 2 – Site Test:** The Boys will come and do a Site Test at your Location.
   a. If the Signal Strength was too low – we will look for alternatives (Higher Gain Antenna, bigger Mast, Etc. at extra cost above the Standard Package), and if that doesn't work, we will advise you that we can't get you connected at that time (but, we are adding & updating equipment all the time, if we make changes near your location we will contact you).
   b. If the Signal Strength was fine – We will let you know that we can get to your location, and advise you to come into the office and Pay for your Service (or send someone else if you're too busy).

3. **Step 3 - Installation:**
   a. A Tasking Order will be raised for the Boys to come out to do the Installation at the Location when it is convenient for you within our other work priorities, but usually the next working day after payment is received.
   b. If your site required Extra Equipment above the Standard Installation, then Extra Charges will be invoiced for them.
   c. Once the Systems have been installed, the Tech's will brief the Owner/Occupant on Procedures and Passwords on the equipment.

4. **Step 4 - Subscription:** Then before your Billing Date, which is 1 Month after from your Installation date (you will receive a card with this date on), you will need to come and pay your Subscription Amount, as the first Month is included in the Installation Charge. If you don't come in before your Billing Date, then a Reconnection Fee will apply before Reconnection.

5. **Step 5 - FAULTS:** If you have any faults ring **25589** and answer the questions that the Operator asks you. This will ensure we get all the information for the Tech's to fix the problem. The Tech's will be scheduled to come out to Inspect & Repair your System (if it is a System Error then there will be no charge for this, otherwise a Service Call will be charged).

Notes on how the system works:
1. **Pre-Pay:** We are a prepay service (the same as the Mobile Pre-pay Phone System).
2. **Payment:**
   a. The onus is on you, the customer, to pay before billing date – before you run out of credit (the same as the Mobile Pre-pay Phone System).
   b. If you pay by Direct Deposit at the bank, you need to provide physical proof of the deposit, which you can bring in or send to us by email, before we can credit your account, and, it will be verified with the Weekly Bank Statement. We do not check direct deposits on a daily basis.
3. **Amount:** You can pay any amount at any time as long as you keep your account balance in credit (the same as the Mobile Pre-pay Phone System).
4. **Invoices:** We DO NOT send invoices unless corporate customer (the same as the Mobile Pre-pay Phone System).
5. **Reminder:** We DO NOT ring or contact you to remind you to pay your subscription (the same as the Mobile Pre-pay Phone System).
6. **Credit Ends:** The system WILL turn you off next day as soon as the credit runs out (the same as the Mobile Pre-pay Phone System).